

## Message Text

UNCLASSIFIED

PAGE 01 LUXEMB 00308 030747Z

16

ACTION CU-04

INFO OCT-01 EUR-12 ISO-00 SCSE-00 L-02 H-02 EB-07 /028 W

----- 012890

R 030600Z MAY 75

FM AMEMBASSY LUXEMBOURG

TO SECSTATE WASHDC 4379

UNCLAS LUXEMBOURG 0308

E. O. 11652: N/A

TAGS: OEXC, CASC, LU

SUBJECT: STUDENT OVERSEAS SERVICES (SOS)

REF: (A) STATE 099606, (B) LUXEMBOURG 0032

(C) LUXEMBOURG A-006 OF FEBRUARY 26, 1975

1. ON RECEIPT OF REFERENCE (A), CONSULAR OFFICER CONTACTED STUDENT OVERSEAS SERVICES FOR INFORMATION REGARDING UNANSWERED REFUND CLAIMS OF SUSAN L. LOUCKA. COMPANY WAS UNABLE TO PROVIDE EXPLANATION OR TAKE ACTION BECAUSE RAMSEY HARRIS, PRESIDENT OF ORGANIZATION WHO IS ALONE AUTHORIZED TO ACT ON EVEN SMALLEST MATTER, ON VACATION. PRESSED TO SAY WHO WAS CURRENTLY IN CHARGE, SECRETARIAL ASSISTANT REPLIED WEAKLY THAT HER INSTRUCTIONS WERE TO CONTINUE SOLICITING AND ACCEPTING PREPAYMENTS FOR COMPANY'S JOB-FINDING SERVICES BUT TO TAKE NO ACTION ON OTHER MATTERS INCLUDING REQUESTS FOR REFUNDS AND ADJUSTMENTS.

2. COMPANY IS WELL KNOWN TO EMBASSY AS A RESULT OF SIMILAR COMPLAINTS. IN DECEMBER AND JANUARY, EMBASSY ATTEMPTED CONTACT SOS TO OBTAIN ACTION ON MOUNTING BACKLOG OF UNANSWERED CLAIMS FOR REFUNDS (REFERENCE B) AND WAS ASSURED MATTER WOULD BE RESOLVED ON HARRIS' RETURN FROM CHRISTMAS VACATION IN U. S. IN LATE JANUARY, AS VACATION BEGAN TO SEEM UNDULY EXTENDED, CONSULAR OFFICER PERSUADED HARRIS TO RETURN TO LUXEMBOURG TO ACT ON COMPLAINTS. IN FEBRUARY, CONSULAR OFFICER BEGAN EXTENSIVE INVESTIGATION INTO COMPANY'S INABILITY TO RESPOND TO CREDITORS AND DISSATISFIED CUSTOMERS (REFERENCE C). INVESTIGATION WAS COORDINATED WITH LUXEMBOURG  
UNCLASSIFIED

UNCLASSIFIED

PAGE 02 LUXEMB 00308 030747Z

GOVERNMENT, WHICH HAS ALSO RECEIVED COMPLAINTS AND IS CON-

SIDERING ACTION AGAINST COMPANY.

3. AFTER WARNING DEPARTMENT AND NEIGHBORING POSTS OF POSSIBILITY OF SOS'S COLLAPSING AND LEAVING AMCIT STUDENTS STRANDED IN EUROPE THIS SUMMER, EMBASSY ASKED COMPANY TO IMMEDIATELY BEGIN ACKNOWLEDGING RECEIPT OF ALL UNANSWERED REFUND CLAIMS AND TO SET A REALISTIC DEADLINE FOR CLEARING UP COMPLETE BACKLOG. IN FREQUENT DISCUSSIONS, COMPANY INSISTED PROGRESS WAS BEING MADE AND ON MARCH 14, HARRIS INFORMED EMBASSY HE HAD ACTED (PROVIDED FULL REFUND OR OFFICIALLY DENIED CLAIM) ON ALL PENDING CASES. THAT STATEMENT NOW CONTRADICTED BY LOUCKA CASE AND COMPANY ASSISTANT'S ADMISSION THAT IT IS NOT UNIQUE.

4. ON HARRIS' RETURN NEXT WEEK, WE WILL BRING LOUCKA CASE TO HIS ATTENTION, URGE ACTION ON IT AND SEEK EXPLANATION OF APPARENT DISCREPANCIES IN COMPANY'S STATEMENTS. INCIDENT APPEARS TO SHOW THAT SOS PERFORMANCE HAS NOT IMPROVED SINCE LAST REPORT. EMBASSY CONTINUES TO REPLY TO ALL INQUIRIES ABOUT PROGRAM BY URGING EXTREME CAUTION IN DEALING WITH COMPANY.

TARNOFF

UNCLASSIFIED

NNN

## Message Attributes

**Automatic Decaptioning:** X  
**Capture Date:** 01 JAN 1994  
**Channel Indicators:** n/a  
**Current Classification:** UNCLASSIFIED  
**Concepts:** n/a  
**Control Number:** n/a  
**Copy:** SINGLE  
**Draft Date:** 03 MAY 1975  
**Decaption Date:** 01 JAN 1960  
**Decaption Note:**  
**Disposition Action:** n/a  
**Disposition Approved on Date:**  
**Disposition Authority:** n/a  
**Disposition Case Number:** n/a  
**Disposition Comment:**  
**Disposition Date:** 01 JAN 1960  
**Disposition Event:**  
**Disposition History:** n/a  
**Disposition Reason:**  
**Disposition Remarks:**  
**Document Number:** 1975LUXEMB00308  
**Document Source:** CORE  
**Document Unique ID:** 00  
**Drafter:** n/a  
**Enclosure:** n/a  
**Executive Order:** N/A  
**Errors:** N/A  
**Film Number:** D750156-0093  
**From:** LUXEMBOURG  
**Handling Restrictions:** n/a  
**Image Path:**  
**ISecure:** 1  
**Legacy Key:** link1975/newtext/t19750583/aaaacxuv.tel  
**Line Count:** 83  
**Locator:** TEXT ON-LINE, ON MICROFILM  
**Office:** ACTION CU  
**Original Classification:** UNCLASSIFIED  
**Original Handling Restrictions:** n/a  
**Original Previous Classification:** n/a  
**Original Previous Handling Restrictions:** n/a  
**Page Count:** 2  
**Previous Channel Indicators:** n/a  
**Previous Classification:** n/a  
**Previous Handling Restrictions:** n/a  
**Reference:** 75 STATE 099606, 75 LUXEMBOURG 0032  
**Review Action:** RELEASED, APPROVED  
**Review Authority:** ShawDG  
**Review Comment:** n/a  
**Review Content Flags:**  
**Review Date:** 15 JUL 2003  
**Review Event:**  
**Review Exemptions:** n/a  
**Review History:** RELEASED <15 JUL 2003 by BalzMJ>; APPROVED <03 MAR 2004 by ShawDG>  
**Review Markings:**

Margaret P. Grafeld  
Declassified/Released  
US Department of State  
EO Systematic Review  
05 JUL 2006

**Review Media Identifier:**  
**Review Referrals:** n/a  
**Review Release Date:** n/a  
**Review Release Event:** n/a  
**Review Transfer Date:**  
**Review Withdrawn Fields:** n/a  
**Secure:** OPEN  
**Status:** NATIVE  
**Subject:** STUDENT OVERSEAS SERVICES (SOS)  
**TAGS:** OEXC, CASC, LU  
**To:** STATE  
**Type:** TE  
**Markings:** Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 05 JUL 2006